

THE COMMONWEALTH OF MASSACHUSETTS  
OFFICE OF CONSUMER AFFAIRS AND BUSINESS REGULATION

**DEPARTMENT OF  
TELECOMMUNICATIONS & ENERGY**

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June 13, 2003

BY E-MAIL AND  
FIRST CLASS U.S. MAIL

Thomas P. O'Neill, Esq.  
KeySpan Energy Delivery  
52 Second Avenue  
Waltham, MA 02451

Re: Colonial Gas Company d/b/a Keyspan Energy Delivery of New England, D.T.E. 03-16

Dear Mr. O'Neill:

Enclosed is an Information Request by the Department of Telecommunications and Energy to Colonial Gas Company d/b/a Keyspan Energy Delivery of New England regarding the captioned matter. Please submit copies of the Company's response to the information requests to the Department by 5:00 p.m., June 27, 2003.

Should you have any questions please contact me at (617) 305-3762. Thank you for your prompt attention to this matter.

Sincerely,

Jody Stiefel  
Hearing Officer

Enc.  
cc: Mary Cottrell, Secretary

**COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY**

D.T.E. 03-16

**THIRD SET OF INFORMATION REQUESTS TO  
COLONIAL GAS COMPANY d/b/a KEYSPAN ENERGY DELIVERY OF NEW  
ENGLAND**

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The Department of Telecommunications and Energy ("Department") submits to Colonial Gas Company ("Company") d/b/a Keyspan Energy Delivery of New England the following Information Request.

**Request**

DTE 3-1      Referring to the latest Department Information Request regarding Odor Calls, please provide a complete listing of all Class I and Class II Odor Calls the Company responded to, including the amount of time it took the Company to respond to the call, the cause of the odor, and the amount of time it took to correct the cause of the odor for the following periods only: January 1, 2002 to January 31, 2002, and June 1, 2002 to June 30, 2002.